Disposal of Complaints in CPWD Service Centre, Sarojini Nagar

†2591. MISS FRIDA TOPNO : Will the Minister of URBAN DEVELOPMENT be pleased to state :

(a) The number of complaints received in Service Centre of CPWD at Sarojini Nagar during the last three years (till March, 2000) and the time taken to dispose of each of these complaints alongwith the number of complaints which remained unattended for more than seven to fifteen days and the reasons therefor;

(b) the number of written complaints received during the above period and the time taken to dispose off these complaints alongwith the number of complaints which remained unattended for more than fifteen days and the reasons therefor; and

(c) what effective steps are considered to be taken for the disposal of the complaints?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI BANDARU DATTATREYA) :

(a) In all 1,84,139 complaints were received from April 1997 to March 2000 at Sarojini Nagar Service Centre. Most of the complaints have been attended within 3 days. Only 379 complaints remained unattended for more than 7 days to 15 days, largely due to non-availability of access to the premises to attend the complaints.

(b) 153 written complaints were received during April 1997 to March 2000. Most of the complaints were attended within 15 days and only 12 complaints remained unattended for more than 15 days. These complaints related mostly to periodical repairs, special repairs and additions/alterations which are attended on priority through execution of works on contracts.

(c) System of Maintenance has recently been reviewed and made user friendly by making required modifications and introducing Citizen's Charter. The system is quite effective.

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†Original notice of the Question was received in Hindi.